



**PROVIDER REPORT
FOR**

**Southeastern Massachusetts
Educational Collaborative
25 Russells Mills Rd.
Dartmouth, MA 02748**

Version

Public Provider Report

**Prepared by the Department of Developmental Services
OFFICE OF QUALITY ENHANCEMENT**

SUMMARY OF OVERALL FINDINGS

Provider Southeastern Massachusetts Educational Collaborative

Review Dates 5/17/2022 - 5/23/2022

Service Enhancement Meeting Date 6/6/2022

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Survey scope and findings for Residential and Individual Home Supports

Service Group Type	Sample Size	Licensure Scope	Licensure Level	Certification Scope	Certification Level
Residential and Individual Home Supports	4 location(s) 4 audit (s)	Full Review	73/77 Defer Licensure		45 / 47 Certified
Residential Services	1 location(s) 1 audit (s)			Full Review	20 / 20
Individual Home Supports	3 location(s) 3 audit (s)			Full Review	19 / 21
Planning and Quality Management (For all service groupings)				Full Review	6 / 6

Survey scope and findings for Employment and Day Supports

Service Group Type	Sample Size	Licensure Scope	Licensure Level	Certification Scope	Certification Level
Employment and Day Supports	2 location(s) 16 audit (s)	Full Review	52/59 Defer Licensure		39 / 42 Certified
Community Based Day Services	1 location(s) 9 audit (s)			Full Review	14 / 15
Employment Support Services	1 location(s) 7 audit (s)			Full Review	19 / 21
Planning and Quality Management (For all service groupings)				Full Review	6 / 6

EXECUTIVE SUMMARY :

The Southeastern Massachusetts Educational Collaborative (SMEC) is a public education collaborative established in 1975. The agency offers a variety of services for students with special needs aged 4-21 as well as adults with developmental disabilities. SMEC also offers a variety of services for adults; an adult day health program and services through their Supporting Adults with Inclusive Living (SAIL) program.

The current review focused on services provided to adults which included the following: twenty-four-hour residential services, individual home supports, community-based day and employment supports. A full licensure and certification review was conducted across all service types including a review of organizational systems.

The organization had restructured its residential and CBDS/employment programs in response to the pandemic. The organization had systems in place to recruit staff, ensured new staff were screened to meet hiring qualifications and staff licenses were current where required. The agency sent out annual satisfaction surveys to guardians and families while following-up on concerns when noted.

Staff were found to be respectful to individuals across all services and were observed to listen to their needs and wants at home and in the day program. In one instance, an individual involved in an art activity was being assisted to find pictures after staff listened to her express her likes to make a collage representing what she wanted to do in the future.

The agency demonstrated strengths in residential services. In the environmental area, agency collaborated with property management of homes leased by individuals, to maintain, clean, and keep these in good repair. Individual's homes were decorated to reflect their interests in art, furniture and arranged in ways that met their needs. In one instance, a gentleman who was legally blind had access to his favorite recliner while ensuring the living room space was free of obstructions to foster easy access in his first-floor apartment.

In the area of health, individuals were supported to exercise and follow healthy diets which had resulted in weight loss for many. One individual, with staff's support and education in nutrition, had lost over twenty pounds since the fall. Staff supported people to explore a variety of healthy alternatives that met their preferences and ensured that meals were prepared in healthy portions.

In the certification areas, individuals in residential services who lived alone or shared an apartment with a roommate made choices about daily activities, meals and how to spend their leisure time. Individuals were supported to talk and visit with their families on a regular basis.

A review of the agency's Community Based Day Supports (CBDS) included meaningful and satisfying day activities, community access to places and events. These included: art classes, physical activities such as walking at the mall or local parks, small group trips to community events and music therapy. Individuals were offered the opportunity to select activities of interest while the agency planned and adjusted staff schedules to accommodate individual choices.

In the area of employment, individuals were employed in part time working in local grocery stores, warehouses, and fast-food restaurants. The agency ensured that job coaches were available during the week and on weekend to support individuals to maintain their jobs while individuals who worked independently checked in to update case managers of their weekly schedules. Job coaches met with managers to check in and offered performance review forms to secure annual reviews from their employers. In one instance, an individual received who had been employed for over twenty years at a local market received very positive ratings from the manager who noted his strengths and the personal growth demonstrated in the job.

While the agency demonstrated positive findings across all services, there are areas that need strengthening. In residential services, the agency should focus on the coordination of health care supports for those individuals requiring Health Care Management Plans for chronic or underlying health conditions, and ensure staff are knowledgeable and sufficiently trained in implementing the protocols. The agency should also review its system of training in individualized agency medical protocols and monitoring to ensure training is updated as protocols changes across residential and day services.

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In Employment and Day, there were some areas identified that could be further enhanced. For example, within its CBDS programs, the agency needs to ensure that all staff are trained and knowledgeable of current Health Care Management Plans. Although all individuals had been assessed and areas identified where individuals could benefit from the use of assistive technology, the agency had not taken the steps necessary to implement these recommendations to further maximize people's independence. For those individuals receiving supportive employment supports, the agency needs to ensure that their employee benefits have been explained to them.

The license level for Residential and Employment/Day Supports is deferred because of one critical indicator rated not met across both services. Pending the result of a successful follow-up review in 60 days by DDS, the agency will be granted a Two-year license with a Mid-cycle review in one year. The agency's Residential services are Certified with 96% of the certification indicators receiving a rating of Met. The Employment/Day services are also Certified with 93% of the certification indicators receiving a rating of Met.

LICENSURE FINDINGS

	Met / Rated	Not Met / Rated	% Met
Organizational	7/8	1/8	
Residential and Individual Home Supports	66/69	3/69	
Residential Services Individual Home Supports			
Critical Indicators	7/8	1/8	
Total	73/77	4/77	95%
Defer Licensure			
# indicators for 60 Day Follow-up		4	

	Met / Rated	Not Met / Rated	% Met
Organizational	7/8	1/8	
Employment and Day Supports	45/51	6/51	
Community Based Day Services Employment Support Services			
Critical Indicators	7/8	1/8	
Total	52/59	7/59	88%
Defer Licensure			
# indicators for 60 Day Follow-up		7	

Organizational Areas Needing Improvement on Standards not met/Follow-up to occur:

Indicator #	Indicator	Area Needing Improvement
L48	The agency has an effective Human Rights Committee.	The Human Rights Committee does not contain the required membership and did not meet on a quarterly basis. The agency needs to ensure the Human Rights Committee meets on a quarterly basis and contain all required members.

Residential Areas Needing Improvement on Standards not met/Follow-up to occur:

Indicator #	Indicator	Area Needing Improvement
Ⓡ L38	Physicians' orders and treatment protocols are followed (when agreement for treatment has been reached by the individual/guardian/team).	A written medical protocol was not in place for one of three individuals with medical diagnoses requiring intervention. The agency needs to ensure there are physician ordered treatment protocols in place that contain clear instructions for staff to follow, are reviewed by the individual's physician, and detail the use of medical interventions, with staff training in place
L63	Medication treatment plans are in written format with required components.	Two out of three medication treatment plans did not include the specific behaviors needing to be tracked to provide information to the clinician to determine the efficacy of the plan and an individual plan was not in place for pre-sedation for medical appointments. The agency needs to ensure all medication treatment plans are in place when required, in written format with the required components.
L64	Medication treatment plans are reviewed by the required groups.	One out of two medication treatment plans were not reviewed by the required groups. The agency needs to ensure that medication treatment plans are reviewed as required

Employment/Day Areas Needing Improvement on Standards not met/Follow-up to occur:

Indicator #	Indicator	Area Needing Improvement
L8	Emergency fact sheets are current and accurate and available on site.	Five out of sixteen emergency fact sheets did not contain accurate diagnosis, relevant medical history and/ or emergency contact information. The agency needs to ensure all emergency fact sheets are current and accurate.
L15	Hot water temperature tests between 110 and 120 degrees (as of 1/2014).	The hot water temperature at one location tested higher than the acceptable range. The agency needs to ensure water temperatures test within normal limits.
L22	All appliances and equipment are operational and properly maintained.	In one location, the dryer filter was full of lint. The agency needs to ensure all appliances and equipment are operational and properly maintained.
Ⓡ L38	Physicians' orders and treatment protocols are followed (when agreement for treatment has been reached by the individual/guardian/team).	Six out of seven physicians' orders and treatment protocols contain conflicting information for staff to follow, have not received a recent review by individuals' physician and lacked a description of the use of medical interventions. The agency needs to ensure all physician ordered treatment protocols contain clear instructions for staff to follow, reviewed by the individual's physician and detail the use of medical interventions.

Employment/Day Areas Needing Improvement on Standards not met/Follow-up to occur:

Indicator #	Indicator	Area Needing Improvement
L67	There is a written plan in place accompanied by a training plan when the agency has shared or delegated money management responsibility.	Money management plans did not include how individuals are assisted to spend their funds, how they can access their funds, how responsibilities of their money management are shared. The agency needs to ensure money management plans include all required components.
L94 (05/22)	Individuals have assistive technology to maximize independence.	Five out of fifteen individuals had assistive technology assessments that identified areas where individuals would benefit from the use of assistive technology to further enhance and maximize their level of independence. However, these supports were not explored. The agency needs to ensure individuals have opportunities to use assistive technology to maximize their independence .

CERTIFICATION FINDINGS

	Met / Rated	Not Met / Rated	% Met
Certification - Planning and Quality Management	6/6	0/6	
Residential and Individual Home Supports	39/41	2/41	
Residential Services	20/20	0/20	
Individual Home Supports	19/21	2/21	
Total	45/47	2/47	96%
Certified			

	Met / Rated	Not Met / Rated	% Met
Certification - Planning and Quality Management	6/6	0/6	
Employment and Day Supports	33/36	3/36	
Community Based Day Services	14/15	1/15	
Employment Support Services	19/21	2/21	
Total	39/42	3/42	93%
Certified			

Individual Home Supports- Areas Needing Improvement on Standards not met:

Indicator #	Indicator	Area Needing Improvement
C16	Staff (Home Providers) support individuals to explore, discover and connect with their interests for cultural, social, recreational and spiritual activities.	One of three individuals was not assisted to explore and discover his interests that would help him connect with others in the community. The agency needs to employ a variety of techniques and expose individuals to a broad spectrum of community activities to help reveal individuals' interests and to support them to engage in those activities that will connect them with community members.

Individual Home Supports- Areas Needing Improvement on Standards not met:

Indicator #	Indicator	Area Needing Improvement
C21	Staff helps to coordinate outreach efforts to other agencies, groups, community resources and natural supports when necessary to assist individuals to manage and maintain their independence.	For one of three individuals, staff had not assisted him to access an organization that could provide him with additional resources and supports to maximize his independence in his home and community. The agency needs to help individuals fully explore all resources available to them that could enhance their independence or increase their options for improving their quality of life.

Community Based Day Services- Areas Needing Improvement on Standards not met:

Indicator #	Indicator	Area Needing Improvement
C39 (07/21)	There is a plan developed to identify job goals and support needs that would lead to movement into supported employment.	For one of three individuals, job goals and support needs were not identified based on his current interests, strengths, and needs. The agency needs to develop specific plans that consider each individuals' career interests, and include what skills will need to be developed, and the supports needed to help the individual move toward obtaining successful employment in their chosen field.
C26	Career planning includes an analysis of how an individual's entitlements can be managed in a way that allows them to work successfully in the community.	For three individuals the agency had not done a regular analysis of their benefits to educate them regarding the impact of their income on their disability benefits. The agency needs to conduct benefits analysis for those who are employed and educate them and their families regarding how their current and future earnings could affect their entitlements enabling them to make informed decisions. This analysis should re-occur at points in an individual's employment where their income may change.

Community Based Day Services- Areas Needing Improvement on Standards not met:

Indicator #	Indicator	Area Needing Improvement
C33	Employee benefits and rights are clearly explained to the individual.	For six individuals in employment, benefits had not been explained to them. Through a variety of means such as discussion or visual tools, the agency needs to advocate for explanation by the employer of the benefits they are entitled to and their employee rights. General rights and benefits could be reviewed by the agency but benefits specific to the employer should be explained by the employer with support from agency staff to enhance understanding.

MASTER SCORE SHEET LICENSURE

Organizational: Southeastern Massachusetts Educational Collaborative

Indicator #	Indicator	Met/Rated	Rating(Met,Not Met,NotRated)
L2	Abuse/neglect reporting	6/6	Met
L3	Immediate Action	1/1	Met
L4	Action taken	1/1	Met
L48	HRC	0/1	Not Met(0 %)
L74	Screen employees	3/3	Met
L75	Qualified staff	2/2	Met
L76	Track trainings	5/6	Met(83.33 %)
L83	HR training	6/6	Met

Residential and Individual Home Supports:

Ind. #	Ind.	Loc. or Indiv.	Res. Sup.	Ind. Home Sup.	Place.	Resp.	ABI-MFP Res. Sup.	ABI-MFP Place.	Total Met/Rated	Rating
L1	Abuse/neglect training	I	1/1	3/3					4/4	Met
L5	Safety Plan	L	1/1	3/3					4/4	Met
℞ L6	Evacuation	L	1/1	3/3					4/4	Met
L7	Fire Drills	L	1/1						1/1	Met
L8	Emergency Fact Sheets	I	1/1	3/3					4/4	Met
L9 (07/21)	Safe use of equipment	I	1/1	3/3					4/4	Met
L10	Reduce risk interventions	I	1/1	2/2					3/3	Met
℞ L11	Required inspections	L	1/1	3/3					4/4	Met
℞ L12	Smoke detectors	L	1/1	3/3					4/4	Met
℞ L13	Clean location	L	1/1	3/3					4/4	Met
L14	Site in good repair	L	1/1	3/3					4/4	Met
L15	Hot water	L	1/1						1/1	Met
L16	Accessibility	L	1/1	3/3					4/4	Met
L17	Egress at grade	L	1/1						1/1	Met
L18	Above grade egress	L	1/1						1/1	Met

Ind. #	Ind.	Loc. or Indiv.	Res. Sup.	Ind. Home Sup.	Place.	Resp.	ABI-MFP Res. Sup.	ABI-MFP Place.	Total Met/Rated	Rating
L19	Bedroom location	L	1/1						1/1	Met
L20	Exit doors	L	1/1	3/3					4/4	Met
L21	Safe electrical equipment	L	1/1	3/3					4/4	Met
L22	Well-maintained appliances	L	1/1	3/3					4/4	Met
L23	Egress door locks	L	1/1						1/1	Met
L24	Locked door access	L	1/1	2/2					3/3	Met
L25	Dangerous substances	L	1/1	3/3					4/4	Met
L26	Walkway safety	L	1/1	3/3					4/4	Met
L28	Flammables	L	1/1	2/2					3/3	Met
L29	Rubbish/combustibles	L		2/2					2/2	Met
L30	Protective railings	L	1/1						1/1	Met
L31	Communication method	I	1/1	3/3					4/4	Met
L32	Verbal & written	I	1/1	3/3					4/4	Met
L33	Physical exam	I	1/1	2/2					3/3	Met
L34	Dental exam	I	1/1	2/3					3/4	Met

Ind. #	Ind.	Loc. or Indiv.	Res. Sup.	Ind. Home Sup.	Place.	Resp.	ABI-MFP Res. Sup.	ABI-MFP Place.	Total Met/Rated	Rating
L35	Preventive screenings	I	1/1	2/3					3/4	Met
L36	Recommended tests	I	1/1	3/3					4/4	Met
L37	Prompt treatment	I	1/1	3/3					4/4	Met
Ⓡ L38	Physician's orders	I	0/1	2/2					2/3	Not Met (66.67%)
L39	Dietary requirements	I		1/1					1/1	Met
L40	Nutritional food	L	1/1	3/3					4/4	Met
L41	Healthy diet	L	1/1	3/3					4/4	Met
L42	Physical activity	L	1/1	3/3					4/4	Met
L43	Health Care Record	I	0/1	3/3					3/4	Met
L44	MAP registration	L		1/1					1/1	Met
L45	Medication storage	L		1/1					1/1	Met
Ⓡ L46	Med. Administration	I		1/1					1/1	Met
L47	Self medication	I	1/1	2/2					3/3	Met
L49	Informed of human rights	I	1/1	3/3					4/4	Met
L50 (07/21)	Respectful Comm.	I	1/1	3/3					4/4	Met

Ind. #	Ind.	Loc. or Indiv.	Res. Sup.	Ind. Home Sup.	Place.	Resp.	ABI-MFP Res. Sup.	ABI-MFP Place.	Total Met/Rated	Rating
L51	Possessions	I	1/1	3/3					4/4	Met
L52	Phone calls	I	1/1	3/3					4/4	Met
L53	Visitation	I	1/1	3/3					4/4	Met
L54 (07/21)	Privacy	I	1/1	3/3					4/4	Met
L55	Informed consent	I	1/1	3/3					4/4	Met
L56	Restrictive practices	I	1/1						1/1	Met
L63	Med. treatment plan form	I	0/1	0/1					0/2	Not Met (0 %)
L64	Med. treatment plan rev.	I	1/1	0/1					1/2	Not Met (50.0 %)
L67	Money mgmt. plan	I	1/1	1/1					2/2	Met
L68	Funds expenditure	I	1/1	1/1					2/2	Met
L69	Expenditure tracking	I	1/1	1/1					2/2	Met
L77	Unique needs training	I	1/1	3/3					4/4	Met
L80	Symptoms of illness	L	1/1	3/3					4/4	Met
L81	Medical emergency	L	1/1	3/3					4/4	Met
L82	Medication admin.	L		1/1					1/1	Met

Ind. #	Ind.	Loc. or Indiv.	Res. Sup.	Ind. Home Sup.	Place.	Resp.	ABI-MFP Res. Sup.	ABI-MFP Place.	Total Met/Rated	Rating
L85	Supervision	L	0/1	3/3					3/4	Met
L86	Required assessments	I	1/1	3/3					4/4	Met
L87	Support strategies	I	1/1	3/3					4/4	Met
L88	Strategies implemented	I	1/1	3/3					4/4	Met
L90	Personal space/bedroom privacy	I	1/1	3/3					4/4	Met
L91	Incident management	L	1/1	3/3					4/4	Met
L93 (05/22)	Emergency back-up plans	I	1/1	3/3					4/4	Met
L94 (05/22)	Assistive technology	I	1/1	2/3					3/4	Met
L96 (05/22)	Staff training in devices and applications	I		2/2					2/2	Met
#Std. Met/#69 Indicator									66/69	
Total Score									73/77	
									94.81%	

Employment and Day Supports:

Ind. #	Ind.	Loc. or Individ.	Emp. Sup.	Cent. Based Work	Com. Based Day	Total Met / Rated	Rating
L1	Abuse/neglect training	I	7/7		9/9	16/16	Met
L5	Safety Plan	L			1/1	1/1	Met
℞ L6	Evacuation	L			1/1	1/1	Met
L7	Fire Drills	L			1/1	1/1	Met
L8	Emergency Fact Sheets	I	4/7		7/9	11/16	Not Met (68.75 %)
L9 (07/21)	Safe use of equipment	I	7/7		9/9	16/16	Met
L10	Reduce risk interventions	I			5/5	5/5	Met
℞ L11	Required inspections	L			1/1	1/1	Met
℞ L12	Smoke detectors	L			1/1	1/1	Met
℞ L13	Clean location	L			1/1	1/1	Met
L15	Hot water	L			0/1	0/1	Not Met (0 %)
L16	Accessibility	L			1/1	1/1	Met
L17	Egress at grade	L			1/1	1/1	Met
L20	Exit doors	L			1/1	1/1	Met
L21	Safe electrical equipment	L			1/1	1/1	Met
L22	Well-maintained appliances	L			0/1	0/1	Not Met (0 %)
L25	Dangerous substances	L			1/1	1/1	Met
L26	Walkway safety	L			1/1	1/1	Met
L28	Flammables	L			1/1	1/1	Met
L29	Rubbish/combustibles	L			1/1	1/1	Met
L31	Communication method	I	7/7		9/9	16/16	Met
L32	Verbal & written	I	6/7		9/9	15/16	Met (93.75 %)

Ind. #	Ind.	Loc. or Individ.	Emp. Sup.	Cent. Based Work	Com. Based Day	Total Met / Rated	Rating
L37	Prompt treatment	I	7/7		9/9	16/16	Met
Ⓡ L38	Physician's orders	I	1/1		0/7	1/8	Not Met (12.50 %)
L39	Dietary requirements	I			1/1	1/1	Met
L44	MAP registration	L			1/1	1/1	Met
L45	Medication storage	L			1/1	1/1	Met
Ⓡ L46	Med. Administration	I			1/1	1/1	Met
L49	Informed of human rights	I	7/7		9/9	16/16	Met
L50 (07/21)	Respectful Comm.	I	7/7		9/9	16/16	Met
L51	Possessions	I	7/7		9/9	16/16	Met
L52	Phone calls	I	7/7		9/9	16/16	Met
L54 (07/21)	Privacy	I	7/7		9/9	16/16	Met
L55	Informed consent	I	3/3		4/4	7/7	Met
L61	Health protection in ISP	I			1/1	1/1	Met
L62	Health protection review	I			1/1	1/1	Met
L67	Money mgmt. plan	I			0/9	0/9	Not Met (0 %)
L68	Funds expenditure	I			9/9	9/9	Met
L69	Expenditure tracking	I			9/9	9/9	Met
L77	Unique needs training	I	5/5		8/9	13/14	Met (92.86 %)
L80	Symptoms of illness	L	1/1		1/1	2/2	Met
L81	Medical emergency	L	1/1		1/1	2/2	Met
Ⓡ L82	Medication admin.	L			1/1	1/1	Met

Ind. #	Ind.	Loc. or Individ.	Emp. Sup.	Cent. Based Work	Com. Based Day	Total Met / Rated	Rating
L84	Health protect. Training	I			1/1	1/1	Met
L85	Supervision	L	1/1		1/1	2/2	Met
L86	Required assessments	I	7/7		7/7	14/14	Met
L87	Support strategies	I	7/7		7/7	14/14	Met
L88	Strategies implemented	I	7/7		9/9	16/16	Met
L91	Incident management	L	1/1		1/1	2/2	Met
L93 (05/22)	Emergency back-up plans	I	7/7		9/9	16/16	Met
L94 (05/22)	Assistive technology	I	3/6		7/9	10/15	Not Met (66.67 %)
#Std. Met/# 51 Indicator						45/51	
Total Score						52/59	
						88.14%	

MASTER SCORE SHEET CERTIFICATION

Certification - Planning and Quality Management

Indicator #	Indicator	Met/Rated	Rating
C1	Provider data collection	1/1	Met
C2	Data analysis	1/1	Met
C3	Service satisfaction	1/1	Met
C4	Utilizes input from stakeholders	1/1	Met
C5	Measure progress	1/1	Met
C6	Future directions planning	1/1	Met

Residential Services

Indicator #	Indicator	Met/Rated	Rating
C7	Feedback on staff / care provider performance	1/1	Met

Residential Services

Indicator #	Indicator	Met/Rated	Rating
C8	Family/guardian communication	1/1	Met
C9	Personal relationships	1/1	Met
C10	Social skill development	1/1	Met
C11	Get together w/family & friends	1/1	Met
C12	Intimacy	1/1	Met
C13	Skills to maximize independence	1/1	Met
C14	Choices in routines & schedules	1/1	Met
C15	Personalize living space	1/1	Met
C16	Explore interests	1/1	Met
C17	Community activities	1/1	Met
C18	Purchase personal belongings	1/1	Met
C19	Knowledgeable decisions	1/1	Met
C46	Use of generic resources	1/1	Met
C47	Transportation to/ from community	1/1	Met
C48	Neighborhood connections	1/1	Met
C49	Physical setting is consistent	1/1	Met
C51	Ongoing satisfaction with services/ supports	1/1	Met
C52	Leisure activities and free-time choices /control	1/1	Met
C53	Food/ dining choices	1/1	Met

Individual Home Supports

Indicator #	Indicator	Met/Rated	Rating
C7	Feedback on staff / care provider performance	3/3	Met
C8	Family/guardian communication	3/3	Met
C9	Personal relationships	3/3	Met
C10	Social skill development	3/3	Met
C11	Get together w/family & friends	3/3	Met
C12	Intimacy	3/3	Met
C13	Skills to maximize independence	3/3	Met
C14	Choices in routines & schedules	3/3	Met

Individual Home Supports

Indicator #	Indicator	Met/Rated	Rating
C15	Personalize living space	3/3	Met
C16	Explore interests	2/3	Not Met (66.67 %)
C17	Community activities	3/3	Met
C18	Purchase personal belongings	3/3	Met
C19	Knowledgeable decisions	3/3	Met
C21	Coordinate outreach	2/3	Not Met (66.67 %)
C46	Use of generic resources	3/3	Met
C47	Transportation to/ from community	3/3	Met
C48	Neighborhood connections	3/3	Met
C49	Physical setting is consistent	1/1	Met
C51	Ongoing satisfaction with services/ supports	3/3	Met
C52	Leisure activities and free-time choices /control	3/3	Met
C53	Food/ dining choices	3/3	Met

Community Based Day Services

Indicator #	Indicator	Met/Rated	Rating
C7	Feedback on staff / care provider performance	9/9	Met
C8	Family/guardian communication	9/9	Met
C13	Skills to maximize independence	9/9	Met
C37	Interpersonal skills for work	5/5	Met
C38 (07/21)	Habilitative & behavioral goals	2/2	Met
C39 (07/21)	Support needs for employment	0/1	Not Met (0 %)
C40	Community involvement interest	9/9	Met
C41	Activities participation	9/9	Met
C42	Connection to others	9/9	Met
C43	Maintain & enhance relationship	9/9	Met
C44	Job exploration	1/1	Met
C45	Revisit decisions	9/9	Met
C46	Use of generic resources	9/9	Met
C47	Transportation to/ from community	9/9	Met

Community Based Day Services

Indicator #	Indicator	Met/Rated	Rating
C51	Ongoing satisfaction with services/ supports	9/9	Met

Employment Support Services

Indicator #	Indicator	Met/Rated	Rating
C7	Feedback on staff / care provider performance	7/7	Met
C8	Family/guardian communication	7/7	Met
C22	Explore job interests	3/3	Met
C23	Assess skills & training needs	3/3	Met
C24	Job goals & support needs plan	3/3	Met
C25	Skill development	3/3	Met
C26	Benefits analysis	3/6	Not Met (50.0 %)
C27	Job benefit education	7/7	Met
C28	Relationships w/businesses	1/1	Met
C29	Support to obtain employment	7/7	Met
C30	Work in integrated settings	7/7	Met
C31	Job accommodations	7/7	Met
C32	At least minimum wages earned	6/6	Met
C33	Employee benefits explained	0/6	Not Met (0 %)
C34	Support to promote success	7/7	Met
C35	Feedback on job performance	5/6	Met (83.33 %)
C36	Supports to enhance retention	5/6	Met (83.33 %)
C37	Interpersonal skills for work	7/7	Met
C47	Transportation to/ from community	7/7	Met
C50	Involvement/ part of the Workplace culture	6/6	Met
C51	Ongoing satisfaction with services/ supports	7/7	Met